



Job Title: Digital Navigator Senior Project Manager

Location: Remote - applicants may be located anywhere in the United States

Status: Full time

Job purpose:

This position is an incredible opportunity for a highly motivated individual to increase equitable access and use of technology while developing highly sought-after expertise in the growing digital equity field. Building upon the Digital Navigator (DN) model developed by NDIA and a working group of digital inclusion practitioners, the Digital Navigator Senior Project Manager will be key to refining and strengthening this scalable model. Digital Navigators are trusted individuals trained to assess community members' personal technology needs and guide them to appropriate resources and training so that community members are equipped to participate fully in online activities. The Project Manager will work closely with the NDIA team to evaluate and document impact and best practices and share through its network of partners and affiliates. A significant portion of the position will be managing a national DN initiative.

Duties and Responsibilities:

- Develop knowledge and expertise in digital inclusion work. NDIA and partner organizations will provide training and guidance.
- Manage contracts and grants further defining the DN model through practical application.
- Disseminate the DN model and lessons learned nationally. Lead development of resources and gathering of community-created resources to be made publicly available.
- Build and cultivate relationships with host organization grantees and partner organizations to ensure impactful participation in the program and adherence to grant goals and deliverables.
- Work closely with NDIA project staff to develop support mechanisms for Digital Navigators and their host organizations.
- Lead the process to identify and recruit applicants in target areas to serve as host organizations.
- Review host organization applications and make recommendations for selected organizations.
- Manage relationships with Special Project Managers at partner organizations supporting the Tribal host organization grantees.
- Assist host organization grantees with recruitment, interviews, and the selection of Digital Navigators.





- Support host organizations and Digital Navigators through site visits, virtual communication, and online meetings.
- Assist host organizations to identify existing local digital inclusion resources and gap areas.
- Coach Digital Navigator host organizations to research and work with local digital inclusion partners.
- Participate in regional meetings and national conferences.
- Continually improve project processes and management.

Skills and Qualifications:

- Ability to support local programs while also partnering with national organizations.
- Ability to learn a new field and share out those learnings.
- Minimum of three years experience in regional or national project management.
- Ability to support partners in different localities with dexterity.
- Ability to adapt to unexpected situations, navigate difficult conversations, and adapt to rapid changes.
- Understanding of data collection, management, and analysis.
- Strong partnership management skills to include the ability to develop, cultivate, and manage partner relationships.
- Ability to communicate project impacts, best practices, challenges, and lessons learned with a variety of audiences.
- Strong public speaking skills with the ability to give presentations and effectively communicate the goals and objectives of the program and promote digital equity.
- Excellent self-organization and cultural competency.
- Excellent telephone and online communication skills, including the ability to establish trust with partners of varied and diverse backgrounds.
- Ability to creatively solve problems and negotiate and handle stressful situations in a positive manner.
- Ability to work from home
- Ability to travel for work
- Ability to work independently and with limited oversight

Compensation and Benefits:

- Annual Salary: \$77,000 - \$86,000
- Health Insurance Offer
- Flexible Work Schedule

[APPLY HERE](#)

In alignment with our values and commitment to equity, we place a strong emphasis on diversity, equity, and inclusion. We strongly encourage people of color to apply.

